

# Important energy information over the festive period

## Festive period 2020

### Important Energy Information

Energy suppliers are on a very reduced emergency service over the festive period.

During this time, if you are about to go off supply or are already off supply, please phone your supplier on the emergency number provided below.

If you have a prepay meter and are struggling financially you can contact your energy supplier and they will usually help you out with top up credit which can be paid back at an affordable rate.

If you experience a power cut, please phone 105 to report this.

SSE Emergency 0345 0729495

Scottish Power 0141 6525550

Eon Emergency support line 0345 3015955

Utilita Extra Care line is closed.  
If off supply, emergency line is 0345 2068999

British Gas Emergencies 0333 2008899  
(i.e. no heating, hot water or electricity)

Bulb 0300 3030635  
The general call centre is closed but there is an option on this number for emergencies

Octopus 0808 1641088  
The general call centre is closed but there is an option on this number for emergencies

Npower 0800 0733000  
The general call centre is closed but there is an option on this number for emergencies

Spark 0345 0347474  
The general call centre is closed but there is an option on this number for emergencies

Edf 0333 2005100  
The general call centre is closed but there is an option on this number for emergencies

Ovo (not SSE) 0330 3035063  
The general call centre is closed but there is an option on this number for emergencies

With thanks to Dundee Volunteer and Voluntary Action